



Problem Resolution Report

Established Network Printers Hardware Standards
HP/CoSD-85



Date: July 14, 2011

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement dated January 24, 2006 ("the Agreement") by and between the County of San Diego ("County") and Northrop Grumman Information Technology Inc, and assigned on April 30, 2011 to HP Enterprise Services, LLC ("HP" or "Contractor") (hereinafter collectively referred to as "the Parties") agreement is reached on the date shown above.

Issue or Problem:

PRR 026, dated September 26, 2007, revised Section 4.9 of Schedule 4.3 to provide for an expanded list of printers and for changes to the Network Printers Hardware Standards. PRR 026 also lists specific Network Printers models to be adopted in accordance to the Network Printers Hardware Standards requirements.

Resolution:

1. The County and HP have agreed that future changes to the Network Printers models shall be adopted by revising and approving Report 44 - Personal Computing Services Standards - Hardware Standards.
2. The following Network Printers Standards will constitute the starting baseline under the Agreement and will be incorporated in Report 44 - Personal Computing Services - Hardware Standards:

- **Monochrome Network Workgroup Printer – Standard Format (abbreviated as "MNWP")**

The standard for this printer group will be a network printer providing up to legal size black and white printing for groups of up to 30 people sharing a single printer. The standard Monochrome Network Workgroup Printer will print up to 45 pages per minute and have a maximum monthly duty cycle of up to 250,000 pages. The standard printer will provide duplex printing.

- **Monochrome Network Workgroup Printer – Large Format (11x17 capable) (abbreviated as "MNWP-LF")**

The standard for this printer group will be a network printer providing up to 11x17 size black and white printing for groups of up to 30 people sharing a single printer. The standard Monochrome Network Workgroup Printer will print up to 35 pages per minute and have a maximum monthly duty cycle of up to 65,000 pages. The standard printer will provide duplex printing.



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- **Monochrome Network High Volume Workgroup Printer – Large Format (11x17 capable) (abbreviated as “MNWP-LF-H”)**

The standard for this printer group will be a network printer providing up to 11x17 size black and white printing for departments sharing a single printer. The standard Monochrome Network High Volume Workgroup Printer will print up to 50 pages per minute and have a maximum monthly duty cycle of up to 300,000 pages. The standard printer will provide duplex printing.

- **Color Network Workgroup Printer – Large Format (abbreviated as “CNWP-LF”)**

The standard for this printer group will be a network printer providing up to 11x17 size color printing for groups of up to 30 people sharing a single printer. The standard Color Network Workgroup Printer will print up to 27 pages per minute and have a maximum monthly duty cycle of up to 120,000 pages. The standard printer will provide duplex printing.

- **Color Network Workgroup Printer – Standard Format (abbreviated as “CNWP”)**

The standard for this printer group will be a network printer providing up to legal size color printing for groups of up to 30 people sharing a single printer. The standard Color Network Workgroup Printer will print up to 22 pages per minute and have a maximum monthly duty cycle of up to 65,000 pages. The standard printer will provide duplex printing.

3. Section 4.9 of Schedule 4.3 is also amended as per Attachment 1 to this PRR.

The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.



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IN WITNESS WHEREOF, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO

HP ENTERPRISE SERVICES, LLC

By: Bruce E. Petrozza

By: Max Pinna

Name: BRUCE E. PETROZZA

Name: Max Pinna

Title: CONTRACTS MANAGER

Title: Contracts Manager

Date: 7/18/2011

Date: July 14, 2011

Mr. HUBSON



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Attachment 1 to PRR 85 – Established Printers Standard

4.9 Network Printer Services

4.9.1. Network Printer Services Overview

This section pertains to the Network Printer Services component within the Desktop Services Framework. The Network Printer Services component applies to all hardware and software needed to maintain and support networked Printer assets. Printers not attached or connected to the County network are excluded from this service. Network Printer Services consist of the activities associated with the Plan, Build and Operate of Monochrome Network Workgroup Printers – Standard Format, Monochrome Network Workgroup Printers – Large Format, Monochrome Network High Volume Workgroup Printers - Large Format, Color Network High Volume Workgroup Printers – Large Format and Color Network High Volume Workgroup Printers – Standard Format.

4.9.2 Printer Services High Level Requirements

4.9.2.1 Contractor shall provide standardization across the Network Printer services component for all hardware and software.

4.9.2.2 Network Printer hardware standards will be determined yearly and updates to hardware will go into effect at the start of each Contract Year.

4.9.2.3 Contractor provided Network Printer Services assets will be subject to a 4 year refresh cycle. Each Contract Year, 1/4 of the Network Printer assets will be refreshed. The refresh will occur over the course of the Contract Year using a straight line methodology (1/4 of assets evenly refreshed over 12 months).

4.9.3 Hardware

The process to set Network Printer hardware standards will be based on recommendations made by the Contractor and provided in writing by the County. All printers models, meeting the Network Printer hardware requirements set forth in the section below, and complying with the requirements for setting hardware standards as contained in Schedule 4.3 of the Agreement, will be listed in the Report 44, Personal Computing Services Standards - Hardware Standards

County Network Printer assets include:

- Monochrome Network Workgroup Printer – Standard Format (abbreviated as “MNWP”)



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- Monochrome Network Workgroup Printer – Large Format (11x17 capable) (abbreviated as “MNWP-LF”)
- Monochrome Network High Volume Workgroup Printer – Large Format (11x17 capable) (abbreviated as “MNWP-LF-H”)
- Color Network Workgroup Printer – Large Format (abbreviated as “CNWP-LF”)
- Color Network Workgroup Printer – Standard Format (abbreviated as “CNWP”)

4.9.4 Network Printer Requirement, Roles and responsibilities

The following table identifies the requirements, roles and responsibilities associated with Plan, Build and Operate services.

Printer Services: Plan Requirements, Roles and Responsibilities	Contractor	County
1. Recommend and submit Network Printer assets hardware standards on a yearly basis.	X	
2. Review and approve Network Printer assets hardware standards		X
3. Produce and submit yearly Network Printer assets refresh plan	X	
4. Review and approve yearly Network Printer assets refresh plan		X
5. Recommend and submit Network Printer Services policies and procedures	X	
6. Review and approve Network Printer Services policies and procedures		X
Build Requirements, Roles and Responsibilities	Contractor	County
7. Provide staging services for Network Printer assets at non-County locations	X	
8. Deploy and manage Network Printer hardware and software (e.g. printer drivers)	X	
9. Deploy, manage, communicate and report activities related to Network Printer refresh	X	
10. Review and approve reports for Network Printer refresh		X
11. Identify the IT Coordinator for each deployed Network Printer prior to transition or deployment		X
12. Develop and provide training related to the implementation, use and operation of Network Printers	X	



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Operate Requirements, Roles and Responsibilities	Contractor	County
13. Provide support, including break-fix, for all Network Printer assets	X	
14. Provide Network Printer IMAR services	X	
15. Provide support for Network Printer assets refresh	X	
16. Provide printer driver updates	X	
17. Provide each IT Coordinator orientation on operational concepts of the new printer assets at time of deployment	X	
18. Order and replace toner cartridges and paper from County office supply sources		X